

SOP: Request Support Regarding a Network Repair Facility

Purpose

This SOP is intended to outline how a Team Lead can request support regarding a network Repair Facility if the signed agreement is not being followed, The Repair Facility directly called in to opt-out of the network, or to submit feedback and support of a network Repair Facility being uncooperative, using derogatory language, suspected of neglect or fraud within the claims process.

Business Services has created the Vendor Network team which consist of Network Support Representatives, Network Relations Specialists, and Network Development Specialists that are striving to build and maintain relationships with Repair Facilities to help support the ACE (Awesome Claim Experience) strategy.

Requesting any support from Vendor Network should not cause any time delays in determining if a claim can be authorized for any coverable repairs listed in our customer's vehicle service contracts, as this specialized team within is unable to complete any adjudication of the claims process for AAS Services, LLC.

Teams Impacted

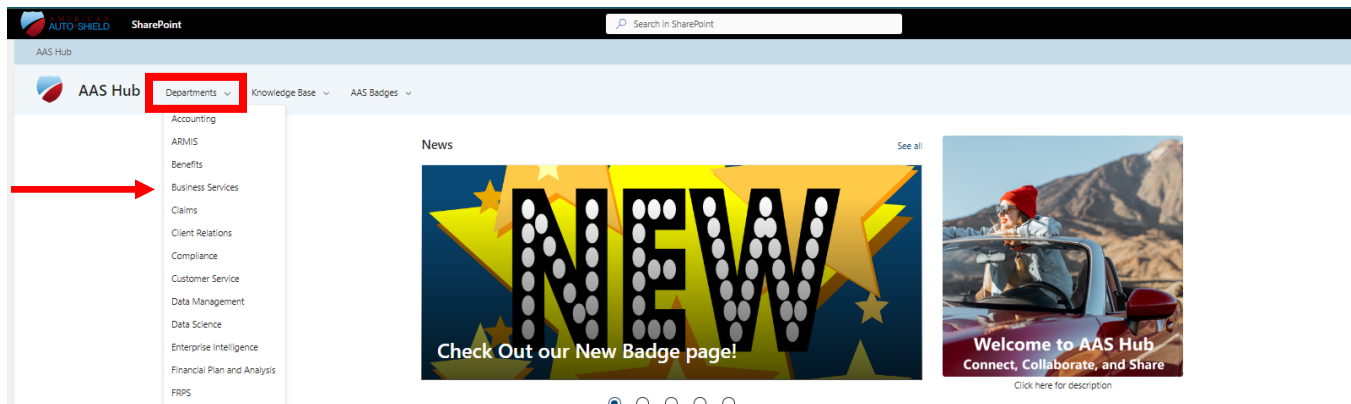
- Claims
- Customer Service
- Vendor Management
- Payments

Related References or Documents

- [Define Repair Facility Types Job Aid.docx](#)
- [Adding a Repair Facility to the Vendor Network.docx](#)

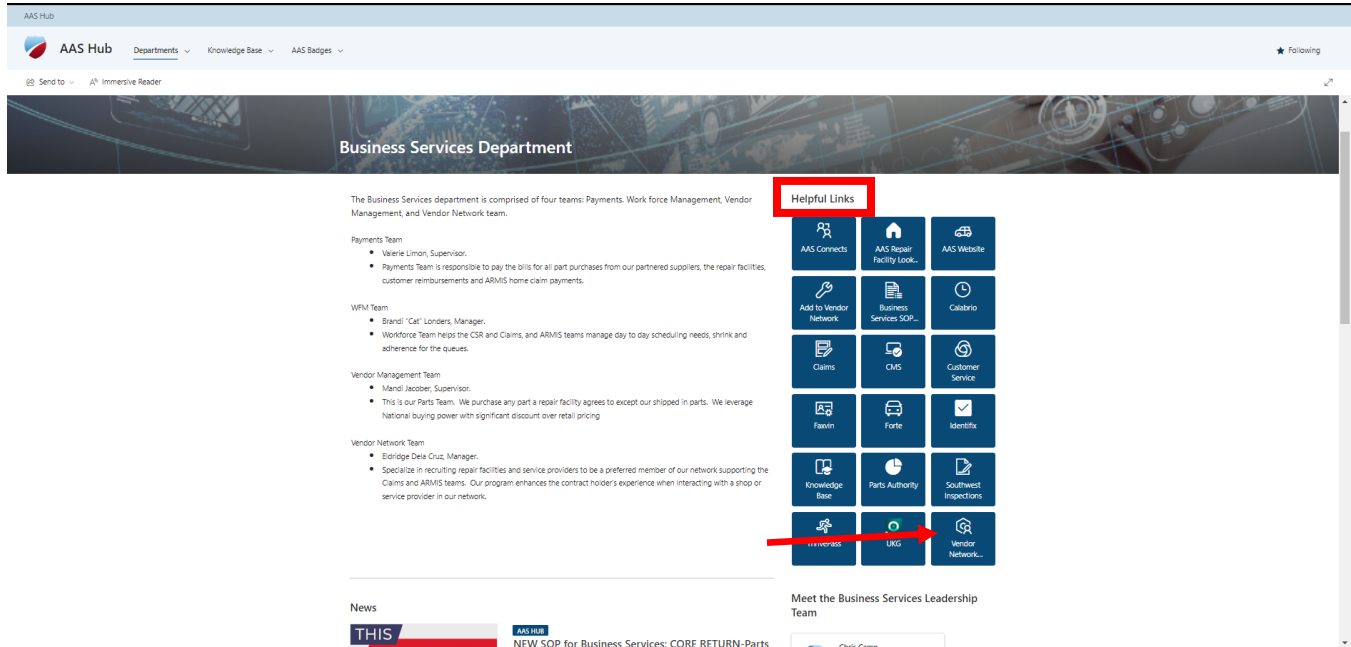
Procedure

1. Visit AAS Hub, Click **Departments**, and Select **Business Services**.



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2. View the **Helpful Links** in the Business Services Department **Click Vendor Network Support**



The Business Services department is comprised of four teams: Payments, Work force Management, Vendor Management, and Vendor Network team.

Payments Team

- Valerie Limon, Supervisor.
- Payments Team is responsible to pay the bills for all part purchases from our partnered suppliers, the repair facilities, customer reimbursements and ARMS home claim payments.

WFM Team

- Brandi 'Cat' Londers, Manager.
- Workforce Team helps the CSR and Claims, and ARMS teams manage day to day scheduling needs, shrink and adherence for the queues.

Vendor Management Team

- Mendi Jacober, Supervisor.
- This is our Parts Team. We purchase any part a repair facility agrees to except our shipped in parts. We leverage National buying power with significant discount over retail pricing.

Vendor Network Team

- Eldridge Dela Cruz, Manager.
- Specialize in recruiting repair facilities and service providers to be a preferred member of our network supporting the Claims and ARMS teams. Our program enhances the contract holder's experience when interacting with a shop or service provider in our network.

Helpful Links

- AAS Connects
- AAS Repair Facility Lock...
- AAS Website
- Add to Vendor Network
- Business Services SOP...
- Calabrio
- Claims
- CMS
- Customer Service
- Facsim
- Forfe
- Identify
- Knowledge Base
- Parts Authority
- Southwest Inspections
- Vendor Network

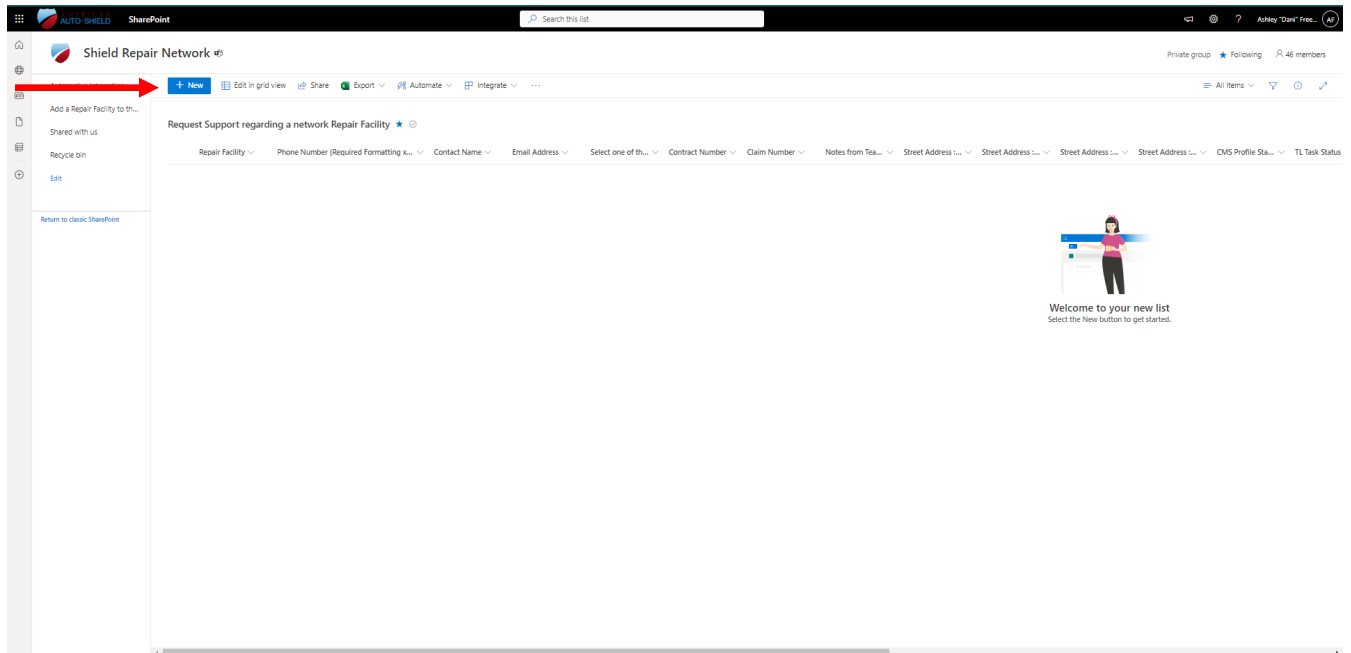
News

THIS NEW SOP for Business Services: CORE RETURN-Parts

Meet the Business Services Leadership Team

Chris Canon

3. Click New



Shield Repair Network

New Edit in grid view Share Export Automate Integrate

Add a Repair Facility to th...

Shared with us

Recycle bin

Return to classic SharePoint

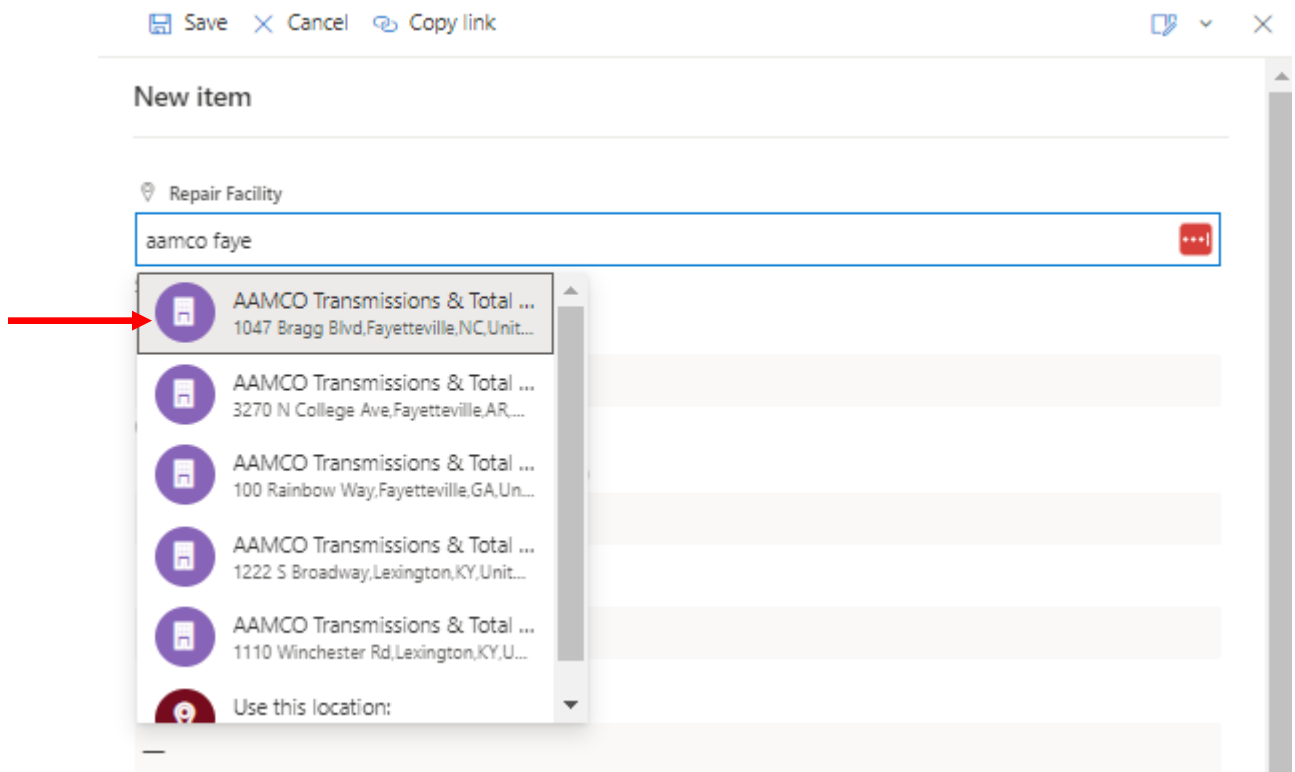
Request Support regarding a network Repair Facility

Repair Facility Phone Number (Required Formatting... Contact Name Email Address Select one of th... Contract Number Claim Number Notes from Tek... Street Address... Street Address... Street Address... Street Address... CMS Profile Sta... TL Task Status

Welcome to your new list
Select the New button to get started.

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4. Search the Repair Facilities Location
 - a. The name of the facility will pull up address if the repair facility has a common name also type the city to refine the search and select the correct address



Save Cancel Copy link

New item

Repair Facility

aamco faye

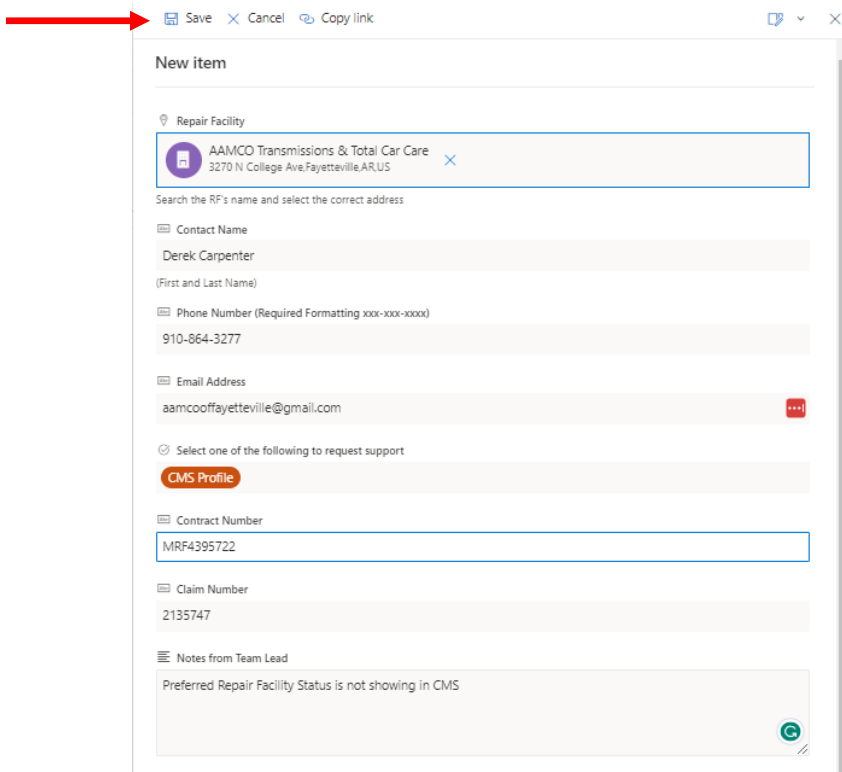
- AAMCO Transmissions & Total ...
1047 Bragg Blvd, Fayetteville, NC, Unit...
- AAMCO Transmissions & Total ...
3270 N College Ave, Fayetteville, AR, ...
- AAMCO Transmissions & Total ...
100 Rainbow Way, Fayetteville, GA, Un...
- AAMCO Transmissions & Total ...
1222 S Broadway, Lexington, KY, Unit...
- AAMCO Transmissions & Total ...
1110 Winchester Rd, Lexington, KY, U...
- Use this location:

5. Fill in the following items
 - a. Contact Name
 - b. Phone Number
 - c. Email Address
 - d. Select one of the following to select support
 - i. CMS or Locator is Incorrect
 1. Preferred Repair Facility Banner is not showing in CMS, but the repair can be found on the locator.
 - a. Updates can take up to 24 hours
 - ii. Report Opt-Out Request
 1. Any PRF or VIP directly called in and requested to be removed from the Network.
 - a. Follow up with the Repair Facility is expected within 24-48 hours.

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- iii. Team Lead Escalations can be selected to
 - 1. Request and notify the Vendor Network if the signed agreement is not being followed.
 - 2. If a VIP or PRF is being uncooperative and/or has used derogatory language during or about the claims process
 - 3. If a VIP or PRF has been found neglectful of the claims process
 - 4. If a VIP or PRF is suspected or found to have committed claim fraud.
 - a. Follow up with the Repair Facility is expected within 24-48 hours.
- e. Contract Number
- f. Claim Number
- g. Notes from Team Lead

6. Click **Save** after the form is filled out

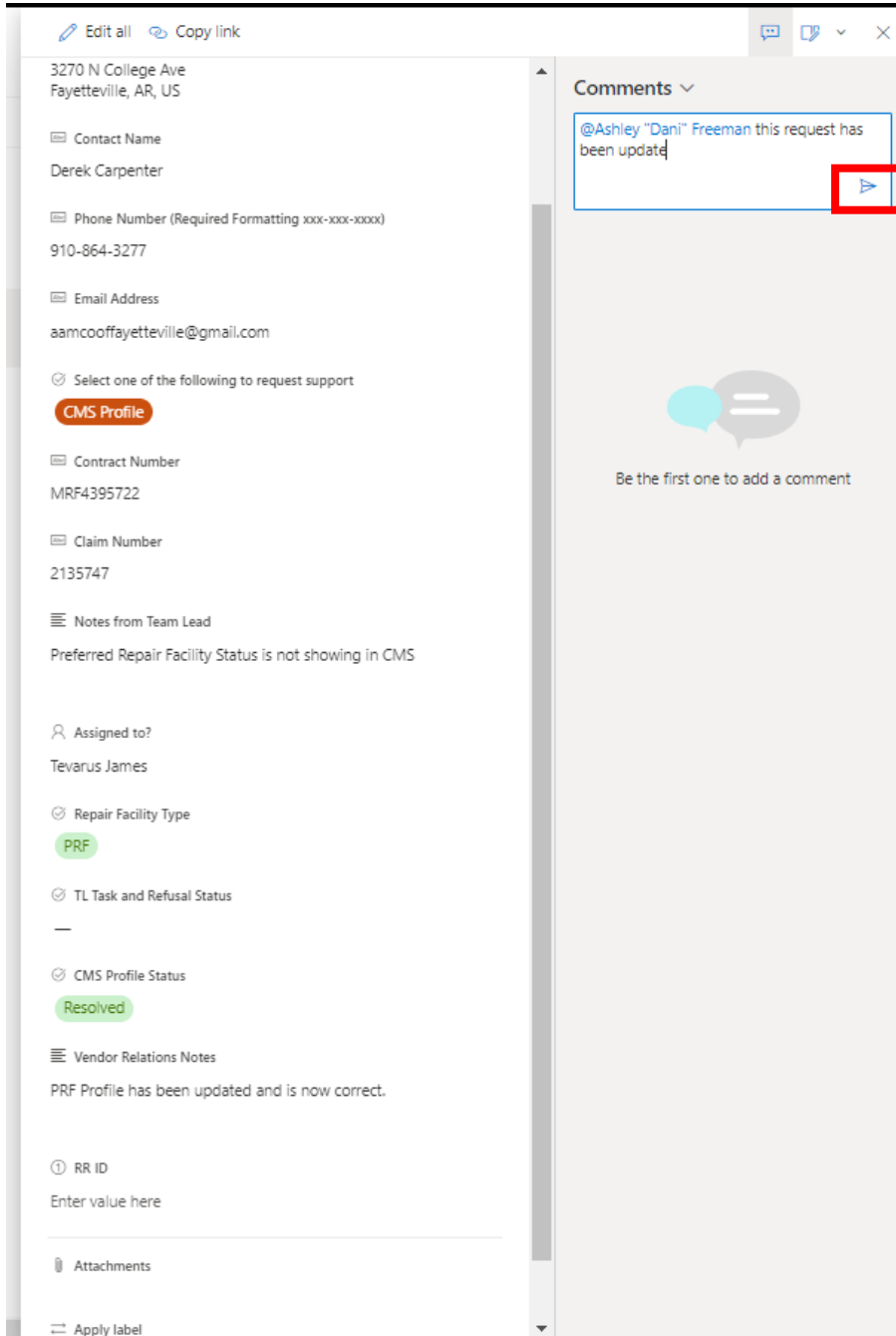


The screenshot shows a web form titled "New item" with a toolbar at the top containing "Save", "Cancel", and "Copy link". The form fields are as follows:

- Repair Facility:** A dropdown menu showing "AAMCO Transmissions & Total Car Care" with the address "3270 N College Ave, Fayetteville, AR, US". Below the dropdown is a search prompt: "Search the RF's name and select the correct address".
- Contact Name:** A text field containing "Derek Carpenter" with a subtext "(First and Last Name)".
- Phone Number (Required Formatting xxx-xxx-xxxx):** A text field containing "910-864-3277".
- Email Address:** A text field containing "aamcooffayetteville@gmail.com".
- Select one of the following to request support:** A radio button selection with "CMS Profile" selected.
- Contract Number:** A text field containing "MRF4395722".
- Claim Number:** A text field containing "2135747".
- Notes from Team Lead:** A text area containing "Preferred Repair Facility Status is not showing in CMS".

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7. The Vendor Network will proceed with assigning a task to a Network Support Representative, Network Relations Specialist and or a Network Development Specialist to follow up on the selected task.
 - a. The Assigned employee will tag the creator of the support request in the comments once the task is completed to send an email to confirm that the task has been completed.



Edit all Copy link

3270 N College Ave
Fayetteville, AR, US

Contact Name
Derek Carpenter

Phone Number (Required Formatting xxx-xxx-xxxx)
910-864-3277

Email Address
aamcoffayetteville@gmail.com

Select one of the following to request support
CMS Profile

Contract Number
MRF4395722

Claim Number
2135747

Notes from Team Lead
Preferred Repair Facility Status is not showing in CMS

Assigned to?
Tevarus James

Repair Facility Type
PRF

TL Task and Refusal Status
—

CMS Profile Status
Resolved

Vendor Relations Notes
PRF Profile has been updated and is now correct.

RR ID
Enter value here

Attachments

Apply label

Comments

@Ashley "Dani" Freeman this request has been update

Be the first one to add a comment



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Approval & Revision

Date Created 4/26/2023	Created By Ashley "Dani" Freeman	Date Approved 4/28/2023	Approved By Dept: Mandi Jacober	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]